

WIDE AREA NETWORK SERVICE

Effective: January 21, 1997
Revised: March 5, 2004
Owner: David Lee

PURPOSE

To define products and services included in the standard rate charged by the Division of Information Technology Services (ITS) for a Wide Area Network (WAN) connection.

SCOPE

This policy applies to all ITS customers for WAN services, including all State agencies, excepting only other political subdivisions of the State or quasi-governmental agencies who are eligible to receive these services at a separate negotiated rate.

BACKGROUND

ITS is an internal service fund and must recover the costs of providing service. When the WAN rate was developed, it was based on specific expenses for equipment, services, and overhead. This policy details what has been included in this basic rate calculation. Any requirement that exceeds the basic service level will be charged to the requesting agency on an incremental cost basis. This policy defines what is included in the WAN services to establish a baseline for additional charges.

POLICY

When an agency connects to the ITS WAN, it will receive the following:

1. One valid InterNic IP address per device. ITS will implement packet screening to prevent IP spoofing of ITS-issued addresses from external networks such as the Internet.
2. DNS service for the state domain. Upon request, ITS will provide a name to IP address resolution through our primary and secondary DNS servers.
3. Routing of IP traffic throughout the State WAN.



4. Routing of IP traffic to the State hub for full Internet access.
5. Routing of IPX traffic throughout the State WAN. The Utah Telecommunications Coordinating Committee (UTCC), Utah Education Network (UEN), Utah State Office of Education (USOE), and ITS encourage agencies to migrate to the IP protocol.
6. Controlled routing of IPX traffic to the education network on a case-by-case basis with the approval of ITS and UEN.
7. 24 x 7 network availability. At times, normal maintenance activities will require portions of the network to be down. These outages will be coordinated through the ITS change management protocol.
8. Typical round-trip packet delays of less than 100 milliseconds on the State WAN.
9. Four-hour response time for hardware problems (Monday through Friday 8:00 a.m. to 5:00 p.m. excluding holidays).
10. Two-hour response time for frame relay problems (24 x 7).
11. Eight-hour response time for a cable cut (24 x 7).
12. Either a 10-megabit Ethernet connection or a 4-megabit or 16-megabit token ring connection to the WAN. The agency is required to provide and share hubs, wiring, cables, space, power, etc. The typical ITS demarcation point for service is the port on the router.
13. Troubleshooting assistance. This may be billable if the problem is an agency responsibility. When network problems occur, agencies must place a trouble call to the ITS Customer Service Center in Salt Lake City at 538-3440 or 1-800-678-3440.
14. The State WAN is an open network. Each agency is required to provide for network security by making special arrangements with the ITS Security Administration Group.

